

# **Central Utah Counseling Center**

## **Medicaid Member Handbook**

**Effective August, 2003**

## **Section 1 - Introduction**

**The mission of Central Utah Counseling Center is to provide competent and compassionate behavioral healthcare to individuals, families, and the communities in which we are located.**

**Central Utah Counseling Center is your Mental Health care provider in the following counties:**

**Juab  
Millard  
Piute  
Sanpete  
Sevier  
Wayne**

**Central Utah Counseling Center's Goal is to Give You:**

**Mental health services in Juab, Millard, Piute, Sanpete, Sevier and Wayne Counties.**

**Services that are of the best quality possible.**

**Services when you need them.**

**You may get a copy of this booklet at least once a year. Ask any staff member or you may call 1-800-523-7412**

## **Section 2 - Covered Services**

**What services does the center provide?**

Central Utah Counseling Center provides the following services:

Inpatient psychiatric hospital services and  
Outpatient mental health services, including:  
Evaluations

Testing  
Individual and group therapy  
Family therapy

Individual and group therapeutic behavioral services  
Medication management  
Individual skills training and development  
Psychosocial rehabilitation services, or day treatment  
Transportation services

Other services may also be available. Please call your local office listed on pages 7, 8 and 9, or your therapist for other services such as residential, hospitalization, therapeutic homes for children, etc. Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

### **Section 3 - Services Not Covered by the Prepaid Mental Health Plan**

#### **What services are not covered by the center?**

Medical care, dental care, and substance abuse detoxification, for example, are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us at 1-800-523-7412, your medical health plan, or Medicaid at 1-800-662-9651.

### **Section 4 - Choice of Provider**

#### **May I choose my mental health provider?**

Yes, you may talk with us at any time about your choice of therapist and the location in which you may be able to receive services.



## **Section 5 - Transportation**

### **How may I get help with transportation to the center?**

If you do not have your own transportation to and from your mental health appointments, talk to your therapist, the receptionist, or call the office of the county in which you reside. A list of offices and telephone numbers are found on pages 7, 8 and 9. Transportation may be provided by Central Utah Counseling Center. Mileage reimbursement may be available upon request for clients who drive their own vehicles, or who have family members, or friends transport them.

## **Section 6 - Interpreter Services**

### **What if my English is not very good, or I am hard of hearing?**

We know that it may be hard to talk with your therapist if your first language is not :English or if you are hard of hearing. Interpreters are available in all languages free of charge. An interpreter is someone who speaks, or signs your language. An interpreter can help you over the phone and go with you to your mental health appointments. Interpreters will help you talk with your therapist and help you to understand what your therapist is telling you. We also have therapists who speak other languages. To ask for an interpreter or a therapist who can speak, or sign your language, call 1-800-523-7412, or visit the office in which you wish to be seen.



**May I get this booklet in another language or format?**

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disk (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 1-800-523-7412.

**Section 7 - Rights and Responsibilities****What are my rights as a client?**

As a client at Central Utah Counseling Center you have the right to:

Get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age in the admission, treatment or participation in our programs, services and activities. If you feel you have been treated unfairly or discriminated against for any reason, you may contact the nondiscrimination coordinator, Farrel Marx, toll free at 1-800-523-7412. You also have the right to contact the Medicaid Constituent Services toll free at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-5583, or 1-800-537-7697 (TDD), or email at [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov), or you may go to their website at [www.hhs.gov/oc](http://www.hhs.gov/oc)

get information on the Prepaid Mental Health Plan;  
be treated with respect and dignity;  
have your privacy protected;  
get information on all treatment options;  
take part in treatment decisions regarding your mental health care,  
including the right to refuse treatment;



be free from restraint or seclusion if it is used to coerce (force), discipline or use as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;

if the privacy rule in 45 CFR parts 160 and 164, subparts A and E applies,  
the right to a copy of your medical record, and if appropriate, to ask  
that it be amended or corrected as specified in 45 CFR part 164,  
subpart E, sections 164.524 and 526;  
get mental health services according to Central Utah Counseling Center's  
access and quality standards;  
talk to your therapist or any other center staff if you are unhappy with your  
care, or to file a compliant or grievance for any reason with any  
center staff, or by sending your complaint anonymously;  
report any misconduct (something that makes you feel uncomfortable) by  
Central Utah Counseling Center employees to any therapist or any  
mental health staff member you feel comfortable with.

### **What are my responsibilities as a client?**

A. Keep scheduled appointments.

If you do cancel appointments call at least 24 hours in advance.

Be on time for your appointments.

Participate with you therapist in your treatment plan and care.

Tell the secretary and your Medicaid eligibility worker of changes in your  
address, phone number, or insurance.

Tell the medical staff of all medications you are currently taking (including  
medical and mental health prescriptions, and over-the-counter  
medications, dietary supplements, and herbal medicines.

Complete any surveys Central Utah Counseling Center, or Medicaid gives  
you, including satisfaction and treatment progress surveys.

Respect the property, comfort, and confidentiality of clients and staff.

Notify your treatment provider when you want to stop getting services.

## **Section 8 - Mental Health Directives**

### **What if I am ill and can't make mental health treatment decisions?**

Utah law allows you to have a mental health advance directive. This is like  
an advance directive for medical treatment. This is called a "Declaration

for Mental Health Treatment.” This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information, call 1-800-523-7412 or talk to your therapist, or case manager.

## **Section 9 - Payment for Services**

### **Will I ever have to pay for mental health services?**

Yes, but never emergency services.

You may have to pay for services if:

You get a service that is not covered by the Prepaid Mental Health Plan.

You get a service that is not pre-approved by Central Utah Counseling Center.

If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service, before you got the service.

You ask for and keep getting mental health services during an appeal with Central Utah Counseling Center or during a Medicaid State fair hearing. You may only have to pay for these services if the appeal or State fair hearing decision is not in your favor.

You are not on Medicaid when you get the service.

## **Section 10 - Getting Mental Health Services**

### **How do I ask for mental health services?**

Make an appointment with the clinic nearest your home. See pages 12 and 13 for the telephone numbers and locations. If you need services in the evenings some services may be available. Contact the office in which you would like to be seen.

If you need emergency care you will be seen right away. See pages 14 and 10 for telephone numbers and information that describe emergency care.

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

### **Where do I go for mental health services?**

#### **Juab County**

Nephi Office

656 North Main,

Nephi, Utah 84646

To schedule an appointment call 435-623-1456 or toll free 1-888-859-3674

Eureka Office

55 East Main

Eureka, UT 84628

To schedule an appointment call 435-623-1456 or toll free 1-888-859-3674

#### **Millard County**

Delta Office

51 North Center

Delta, UT 84624

To schedule an appointment call 435-864-3073 or toll free 1-888-343-3073

Fillmore Office  
65 West Center  
Fillmore, UT 84631

To schedule an appointment call 435-743-5121 or toll free 1-888-343-3073

**Piute County**

Piute County Office  
550 North Main  
Junction, UT 84740

To schedule an appointment call 435-577-2055 or toll free 1-800-742-9070

**Sanpete County**

Ephraim Office  
390 West 100 North  
Ephraim, UT 84627

To schedule an appointment call 435-283-4065 or toll free 1-877-283-4065

**Sevier County**

Richfield Office  
255 South Main  
Richfield, UT 84701

To schedule an appointment call 435-896-8236 or toll free 1-800-742-9070

**Wayne County**

Wayne County Office  
55 South Main, Suite 1  
Loa, UT 84747

To schedule an appointment call 435-836-2209 or toll free 1-800-742-9070

**Residential Facilities**

125 South State  
Mt. Pleasant, UT 84647  
Telephone: 435-462-2421

940 North Main  
Nephi, UT 84648

Telephone: 435-462-2421

**Main Office**

255 West Main

Mt. Pleasant, UT 84647

Telephone: 435-462-2416 or 1-800-523-7412

**Section 11 - Emergency Services**

**What is an emergency?**

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.

**How do I get emergency care? \_\_\_\_\_**

Central Utah Counseling Center has 24-hour emergency services seven days a week. You may call any time to talk with a crisis worker.

**To get emergency care during the day call:**

Juab County - 435-623-1456, or toll free at 1-888-859-3674

Millard County - 435-864-3073, or toll free at 1-888-343-3073

Piute County - 435-896-8236, or toll free at 1-800-742-9070

Sanpete County - 435-283-4065, or toll free at 1-877-283-4065

Sevier County - 435-896-8236, or toll free at 1-800-742-9070

Wayne County - 435-896-8236, or toll free at 1-800-742-9070

**After 5 p.m. call 1-877-386-0194.**

You may also go to any of our offices between 8:30 a.m. and 5 p.m. to talk to a crisis worker right away.

Day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approved for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Central Utah

Counseling Center is your mental health provider. Have the emergency provider call 1-800-523-7412 during working hours and 1-877-386-0194 after working hours to tell us how to help you with our services.

**How do I get emergency care if I am out of the center's geographic area?**

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Central Utah Counseling Center is your mental health provider. Have the emergency provider call 1-800-523-7412 during working hours, or after working hours call 1-877-386-0194.

**Will I have to pay for emergency care?**

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

**Do I have to pay for an ambulance to get to the emergency care?**

No. Medicaid will pay the ambulance company.

## **Section 12 - Mental Health Care in a Hospital**

**How do I get mental health care in a hospital?**

Central Utah Counseling Center must pre-approve hospital care. If a hospital treats your emergency and wants to admit you to the hospital, the hospital MUST call us for approval. We may have you stay at the hospital or we may transfer you to another hospital. It's important to let the hospital know Central Utah Counseling Center is your Medicaid mental health provider and for them to call us at: 1-800-523-7412 during working hours, or after working hours at 1-877-386-0194.

**How do I get mental health care in a hospital if I am out of the center's geographical area?**

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that Central Utah Counseling Center is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals may call 1-800-523-7412 during working hours and 1-877-386-0194 after hours to let us know they want to admit you for care.

**Section 13 - Services from Non-Plan Providers**

**May I get mental health services from someone outside the center?**

In special situations, you may go to a therapist outside the center. You and the therapist must get approval before you get services outside of Central Utah Counseling Center. Call 1-800-523-7412 and ask to talk to Russ Beck about this request.

Remember, Central Utah Counseling Center is the only mental health agency that can approve mental health services if you live in Juab, Millard, Piute, Sanpete, Sevier, or Wayne Counties.

You may have to pay for care that we have not approved.

**When will the center tell me the decision?**

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know. If you, your therapist, or, if we think it's important to make a decision quickly, we will



do so, generally in three working days. We will give you our decision about your request in writing, and we will also contact the therapist.

## **Section 14 - Actions**

### **What are actions?**

Actions are when Central Utah Counseling Center:

- Denies (turns down) or approves fewer services than you wanted;
- decreases the number of services or ends a service we had previously approved (if you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.);
- denies payment for a service that you might have to pay for;
- does not provide an evaluation appointment within the required amount of time and you are unhappy, or;
- does not settle an appeal or grievance within the required time frames.

### **How will I know if the center is taking an action?**

We will send you a letter called a Notice of Action. You may appeal the action.

## **Section 15 - Appeals**

### **What is an appeal?**

An appeal is your request to have us look at the action again to see if we made the best decision.

### **Who may file an appeal?**

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

### **When does an appeal have to be filed?**

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the actual Notice of Action letter. We will let you know which time period fits your situation.

### **When will the center tell me the decision on my appeal?**

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you, your provider, or, if we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

## **Section 16 - Medicaid Fair Hearings**

### **What may I do if I am unhappy with the appeal decision?**

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you may do:

You, your legally authorized representative, or your provider may ask for a Medicaid fair hearing. In these situations, we will tell you in a letter that

you may request a Medicaid fair hearing. The letter will tell you how and when to request the Medicaid fair hearing. We will also give you the Medicaid fair hearing request form to send to Medicaid. You must ask for a Medicaid fair hearing in writing. If you want, you may bring an attorney with you to the Medicaid fair hearing.

## **Section 17 - Complaints/Grievances**

### **What if I have a complaint?**

If you have a complaint about anything other than an action, this is called a grievance.

### **How do I file a grievance?**

You, your legally authorized representative, or your provider may file a grievance. You may call us at 1-800-523-7412. If you want to talk to us about it in person, please talk to Doug Ford, Steve Brown, or Farrel Marx. You may also send it to us in writing by sending it to Doug Ford, 255 West Main, Mt. Pleasant, Utah 84647. You may also drop it in any of our suggestion boxes located in any of our offices.

If you don't want to talk to us or Central Utah Counseling Center about your complaint, you may call Medicaid anytime at 1-800-662-9651 or 801-538-6155.

### **When will the center tell me the decision on my grievance?**

Central Utah Counseling Center will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

## **Section 18 - Privacy**

### **Who may read or get copies of my medical record?**

Central Utah Counseling Center follows federal laws about privacy of your medical record. Central Utah Counseling Center does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the center.

## **Section 19 - Center Operations**

### **What if I want to know more about how the center operates?**

Additional information about Central Utah Counseling Center is available if you ask for it. This includes information about our structure and operations. You may call 1-800-523-7412.